GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4324
ANSWERED ON:18.12.2000
EMERGENCY TELEPHONE NUMBER
SHEESH RAM SINGH RAVI

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the government are aware that the emergency service numbers are providing wrong information by stating that `this number is not available` or `this number is temporarily out of order` as appearing in the `Dainik Jagran dated November 12, 2000:

(b) if so, the facts thereof, and

(c) the steps taken by the MTNL to tone up its working provide better and satisfactory service to the consumers ?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) to (c): The news appeared in the `Danik Jagran` dated November 12, 2000 pertains to Noida which is under Bharat Sanchar Nigam Ltd. (BSNL). Presently three emergency services are working in Nodia as follows:

Code	Service
100	Police
101	Fire
102	Hospital

These nos. were tested and no such announcement as, `This number is not available` or `This number is temporarily out of order` has been observed.

Other emergency services as mentioned in MTNL Directory are

Code	Services
1097	AIDS Information
1098	Child Care
1099	Accident & Trauma

These codes are not opened in Noida because concerned agencies like hospitals, Non Government Organisations etc. has not approached for the same. It may be possible that subscribers dial these codes and get the announcement `This number is not available`.

Emergency services are being monitored by testing regularly.